

# Email Recovery

Email Recovery is now available! This is in addition to the Password Recovery that currently exists on the login page, only this feature assists in pulling up the email address you used to create your account. This feature mirrors the standard email recovery processes you may have used before with other websites. To start, after you have successfully logged into your profile, you will be prompted to enter your 10-digit security cell phone number. This cell phone number **must** have the capability of receiving SMS text messages. Once you have successfully entered your security cell phone number, that is the number you will enter when prompted in the future, if you ever need to use the email recovery feature.

If you do not successfully enter the security cell phone number, you will see a pop-up with a yellow exclamation point letting you know that either no security phone number has been entered, or the number entered was invalid. You will be encouraged to try again or contact us for support.

If you have successfully submitted your security cell phone number, you will see a pop-up window with a green checkmark letting you know that a verification code was sent to the number you have entered.

The screen will automatically reload giving you a space to enter the Verification Code that was sent to you via SMS Text message.

Important notes about Verification Codes are:

- They are only eligible for 15 minutes.
- There is only one active code per security phone number at a time.
- The only information that is provided to you after entering the code is the email address alone.
- This code will not automatically log you into your account.

If for some reason you did not receive the code, or the 15 minutes has passed, you can click Request New Code and you will be able to add your security cell phone number in once more.

When you have correctly entered the verification code and clicked the “Lookup Email” button you will be provided with the email address you used to create your account. You will enter this email address on the login screen along with your password to successfully login.